

STATE HEALTH INSURANCE PROGRAMS (SHIPs)

SHIP Roles

Q.1. With past disruptive events, how have SHIPs responded?

- A. In the past, SHIPs have set up extended hour, 7 days/week phone-in centers, and staff members have worked to support beneficiaries and others who call in relative to the disaster. In addition, many SHIPs have assisted with handling overload calls from agencies responsible for information dissemination and referrals. Some SHIPs have called volunteer leadership to determine the status of all the SHIP leadership and volunteers. SHIP directors have compiled official updates and shared with other SHIP leadership councils for review. (9/1/2005)